



## Position Description

## Support Worker

<b>Department:</b>	Ageing Well
<b>Reports To:</b>	Senior Support Planner
<b>Location:</b>	ACT
<b>Position Purpose:</b>	The role of the Support Worker is to provide individualised support and service to the clients' of Deaf Services / The Deaf Society that enables the person to live as independently as possible in their own homes.
<b>Key Results Areas:</b>	The key result areas for this role are to assist clients in maintaining their preferred lifestyle as well as general responsibilities such as following Deaf Services policies and procedures, workplace health and safety and quality improvement.

### ACCOUNTABILITY [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[3]
Shares responsibility with others	[2]	Provides information	[4]

#### Assisting Clients in maintaining their preferred lifestyle

Provide support to consumers living in the community to live as independently as possible	[1]
Assist consumers with daily activities such as shopping, meal preparation, cleaning and personal hygiene per a consumer's support plan	[1]
Assist clients to maintain their lifestyles which meet their individual needs, abilities and preferences, and which promote inclusion in the life of their community	[1]
Assist consumers to access the Deaf and general communities to utilise services and recreation facilities	[2]
Participate in developing individual goals for clients to assist them to maintain their preferred lifestyle	[4]
Maintain accurate records on the consumers both in relation to personal wellbeing, functionality, social inclusion and environmental safety	[1]
Contribute to the smooth, efficient and effective provision of services to clients by working as part of a team while maintaining confidentiality	[3]

#### General

Comply with Deaf Services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury	[1]
To be familiar with the Consumer Directed Care and to ensure that all work is carried out according to the Aged Care Quality Standards.	[1]



- Understand the relevant Deaf Services quality management systems and working within them [1]
- To work hours as rostered. Shift work is required for the efficient running of Ageing Well Services [1]
- To contribute to a high standard of professional service by upholding the vision, mission and values of the organisation [1]
- Other duties as requested by your supervisor or manager [1]

**DECISION MAKING**

**Decisions**

To take appropriate action in relation to matters of urgency that may arise  
 Make routine judgements on advice and information given, ensuring the safety of self, staff and clients.

**Recommendations**

Make recommendations, and assist, in the planning of service provision programs for the clients.  
 Assist in the planning and implementation of training programs as required.

**PRIMARY RELATIONSHIPS**

**Internally in Deaf Services**

General Manager, Ageing Well  
 Senior Support Planners  
 Support Planners  
 Registered Nurse  
 All Ageing Well Staff

**Purpose / Relationship**

Support and supervision  
 Support and supervision  
 Support and supervision  
 Support and supervision  
 Liaison, information and team networking

**External to Deaf Services**

Deaf and Hard of hearing Individuals  
 Family and community members  
 Community Organisations

**Purpose / Relationship**

Consultation and support  
 Advice and Consultation  
 Advice and Consultation

**Persons/functions that report to this position**

Nil

**Role / Relationship**

**KNOWLEDGE AND SKILLS**

Requirement for skills / Knowledge in this position

<b>[N]</b>	<b>None</b>	<b>[L]</b>	<b>Little need</b>	<b>[D]</b>	<b>Desirable</b>
<b>[M]</b>	<b>Moderate</b>	<b>[I]</b>	<b>Important</b>	<b>[C]</b>	<b>Critical</b>

	<b>N</b>	<b>L</b>	<b>D</b>	<b>M</b>	<b>I</b>	<b>C</b>
Innovating						*
Planning						*
Organising						*
Financial Management				*		
Customer/Client Orientation						*
Administration					*	
Auslan					*	
Vision					*	
Data Gathering					*	



Evaluation						*
Problem Solving						*
Deciding					*	
Implementing						*
Communicating						*
Lobbying						*
Negotiating						*
Consulting						*
Participating						*

**SELECTION CRITERIA**

**Essential**

- Certificate III in Individual Support (Disability/Aged Care/Community Services) or other relevant qualification (or equivalent work experience);
- Effective communication skills, including the ability to communicate in Auslan (or willingness to learn within 3 months of commencing employment);
- First Aid Certificate or willingness to obtain certificate within 3 months of commencing employment;
- Current Driver’s License;
- Knowledge of the Aged Care Quality Standards, Aged Care Rights and Consumer Directed Care (CDC); and
- Use of private car is necessary as part of your work
- National Police Check or NDIS Worker Screening Check (or commitment to obtain this prior to commencement)

**Desirable**

- Experience working with Deaf people
- Experience working with older people and an understanding of the support needs of aged people
- Experience working as part of a team

**Please sign below your agreement of the above position description**

.....  
Print Name

.....  
Signature

.....  
Date